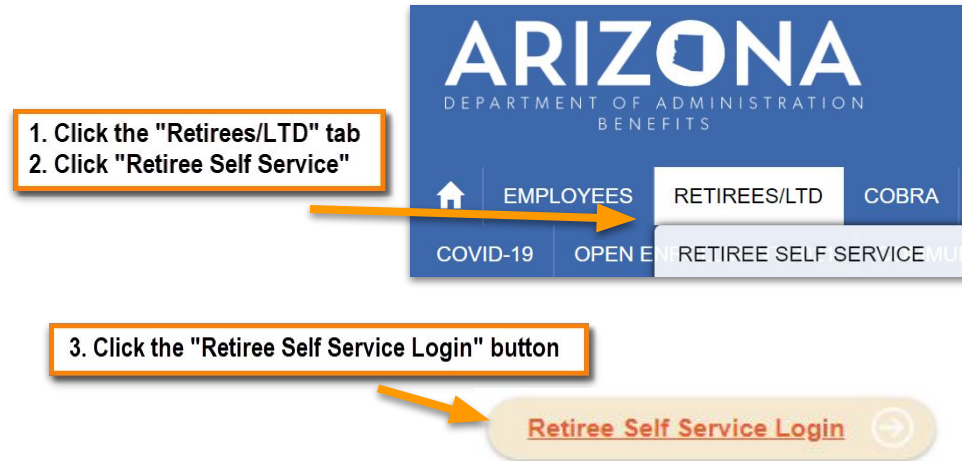


Step #1. Visit benefitoptions.az.gov

Tip: Make sure you are using an approved browser. See p.2 for details.



Step #2. Create a Temporary Password

You are now at the Y.E.S. Portal login page

1. Find your EIN in the red box on the cover letter
2. Enter User Name as "EIN@hris.az.gov"
3. Enter Temporary Password as:
 The 4 digit year you were born (YYYY)
 The last 4 digits of your Social Security Number (NNNN)
 Capital A, Capital Z (AZ)
 Exclamation point (Shift + 1 key to type the ! mark)
 Full password: **YYYYNNNNAZ!**
4. Click "Sign In"

The screenshot shows the ARIZONA Y.E.S. Portal login page. It includes the ARIZONA logo, the text 'Portal login for State of Arizona YES, HRIS, Talent Acquisition, and MAP systems', and a sign-in form with fields for 'User name' and 'Password'. A 'Sign in' button is at the bottom.

Step #3. Create a New Password

1. Enter User Name as EIN@hris.az.gov
2. Re-enter the temporary password from Step #2
If it auto-fills the field, delete it and retype it directly into the box
3. Create a new password
4. Re-enter the password
5. Click "Submit"

Password Requirements
Must be at least 8 characters and include 3 of the following 4 elements:

- Uppercase letter (A)
- Lowercase letter (a)
- Number (0-9)
- Special character (! @ # %, etc.)

Cannot have your EIN
Cannot reuse the last 5 passwords

The screenshot shows the 'Update Password' form. It includes a message: 'You must update your password because your password has expired.' The form has fields for 'Username@hris.az.gov', 'Temporary / Current password', 'New password', and 'Confirm new password'. There are 'Submit' and 'Cancel' buttons at the bottom.

Step #4. Log in to Y.E.S. with Newly-Created Password

You are now at the Y.E.S Portal login page again

1. Enter User Name as "EIN@hris.az.gov"
2. Type in your newly-created password from Step #3
3. Click "Sign in" button
4. You will be taken to the Y.E.S. Portal homepage

Be sure to make note of your user name and password

The screenshot shows the ARIZONA Y.E.S. Portal login page. It includes the ARIZONA logo, the text 'Portal login for State of Arizona YES, HRIS, Talent Acquisition, and MAP systems', and a sign-in form with fields for 'User name' and 'Password'. A 'Sign in' button is at the bottom.

Step #5. Y.E.S. Portal - Navigation

The first time you login, you will see this popup box. Click OK.

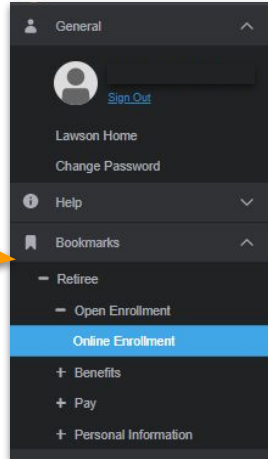
Updates have been downloaded. Save changes and reload?

OK

Cancel

To navigate through the site

1. Click "Bookmarks" to reveal the menu
2. Click "Retiree" to see your options
3. During Open Enrollment, the "Open Enrollment" link will be available. When you see it, click "Online Enrollment" to begin the enrollment process.



Troubleshooting Tip #1

Update Your Browser

- The supported web browsers for Y.E.S. are shown below.
- Using other web browsers will create issues with accessing Y.E.S.
- If it is necessary to install a browser, search for it online and follow the download instructions.
- Use a computer not a phone or tablet.

Google
Chrome



Microsoft Edge
Chromium



Apple
Safari



Mozilla
Firefox



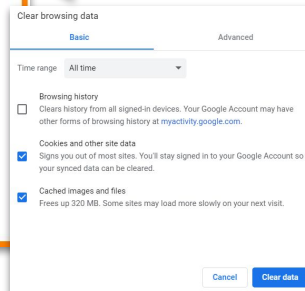
Troubleshooting Tip #2

These are the same steps the HRIS Service Desk will have you do if you call in, so here's how to do it yourself quickly to save time!

Clear Your Cache - These instructions are for the Chrome browser. For other browsers, visit the Retiree Self Service page in Step #1.

Clear your cache at the Y.E.S. login page

1. With the Chrome browser open and selected, press the following shortcut on your keyboard:
 - Windows: ctrl+shift+delete keys together
 - Mac: command+shift+delete keys together
2. Set the Time range to "All Time"
 - Click: Cookies and other site data
 - Click: Cached images and files
3. Click "Clear Data"
4. Go back to Step #2 and follow the steps



Troubleshooting Tip #3

Reset Your Password - After multiple failed attempts, a reset is needed.

1. Click button for "My Y.E.S."
2. Fill in the personal information boxes
3. Check box for "I'm not a robot"
4. Click "Submit" button

Still having issues?

See the "Common Errors Guide for Retirees" on the Retiree Self Service page from Step #1.